

Amendments In the Specification

Please amend the paragraphs beginning on line 6 of page 1 and ending on line 4 of page 2 as follows:

CROSS-REFERENCE TO RELATED APPLICATIONS

This application relates to application serial no. 09/823,590 (**attorney docket SBL0001US, M-11404-US, client reference SIEB059/US**), filed on same day herewith, entitled “System and Method for Multi-Channel Communication[[s]] Queuing” and naming Anil K. Annadata, Wai H. Pak, and Rohit Bedi as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. 09/823,770 (**attorney docket SBL0002USM-11405-US, client reference SIEB060/US**), filed on same day herewith, entitled “System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing” and naming Anil K. Annadata, Wai H. Pak, and **MingtseMingte Chen, and Henry D. Jay** as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. 09/823,828 (**attorney docket SBL0006US-M-11530-US, client reference SIEB064/US**), filed on same day herewith, entitled “Adaptive Communication Application Programming Interface” and naming **MingtseMingte Chen, Anil K. Annadata, and Leon Chan** as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. 09/823,531 (**attorney docket SBL0004USM-11528-US, client reference SIEB062/US**), filed on same day herewith, entitled “User Interface for Multi-Channel Communication” and naming **MingtseMingte Chen, Anil K. Annadata, and Kuang Huang** as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. 09/823,835 (**attorney docket SBL0005US-M-11529-US, client reference SIEB063/US**), filed on same day herewith, entitled “**Multi-Channel Media Media-Independent Communication Server**” and

naming **MingtseMingte** Chen, Anil K. Annadata, and Leon Chan as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. 09/823,678 (**attorney docket SBL0007US-M-11538-US, client reference SIEB065/US**), filed on same day herewith, entitled “An Extensible Interface for Inter-Module Communication” and naming Wai H. Pak as inventor, the application being incorporated herein by reference in its entirety.